

CONSOLIDATED MAIL SERVICES

# *CMS Express*

[www.ga.wa.gov/mail](http://www.ga.wa.gov/mail)

*CMS—Working for you!*

CMS delivery trucks and vans are getting a new look! General Administration unveiled a new logo last fall for use on its vehicles, correspondence and website. The changes represent more than just a logo. This updated look is part of the General Administration's Promise to its customers. This effort began in 2003 and focuses on improving services.

GA's mission is to help its customers succeed, and the GA Promise aims to enable all GA employees to improve and revamp services to help customers thrive and build customer loyalty.

The first part of the process involved understanding what customers need and value, then making changes to meet customer expectations. Customers and employees were asked to participate in a survey that helped identify strengths and weaknesses. The results were evaluated, focusing on how to improve customer service. These efforts have culminated into the "GA Promise." By keeping the promise, customers succeed and taxpayers benefit.

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*"Key priorities will be developing a consistent level of convenient service, leading to increasingly committed customers."*

*Rob Fukai, GA Director*

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## The GA Promise

- GA is an essential operations partner to its customers.
- We successfully guide them through all operational processes while stretching their resources.
- Being an essential operations partner means that we come through for our customers, we inform them of our progress and we always get the job done in the way we've promised.
- By doing our job well and cost-effectively, we give customers more time and resources to do theirs.

## The Results are in!

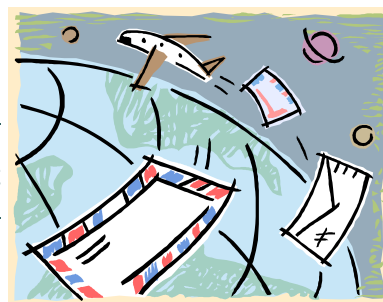
CMS customers were recently asked to participate in a customer satisfaction survey. Results were very positive—in fact, the highest ever for CMS! Responsiveness, flexibility, and delivering on promises topped the list. But at CMS we are not resting on our laurels. We realize there are always things to improve upon.

One of the questions asked was "What one thing could CMS do to serve you better?" We are looking closely at those responses in order to meet your needs. We are committed to providing excellence in service and value.

We appreciate your business!



## Sending International Mail



CMS frequently receives questions about sending international mail. The questions range from "Which box do I check on the pink slip?" to "Can I send an Express package to Qatar?"

Here are a few tips on sending international mail:

- Use the correct address format:

The Postal Service recommends the delivery address be in all UPPERCASE letters.

LINE 1: NAME OF ADDRESSEE

LINE 2: STREET ADDRESS OR POST OFFICE BOX NUMBER

LINE 3: CITY OR TOWN NAME, OTHER PRINCIPAL SUBDIVISION (i.e., PROVINCE, STATE, COUNTY, ETC.) AND POSTAL CODE (IF KNOWN) (Note: in some countries, the postal code may precede the city or town name)

LINE 4: COUNTRY NAME (UPPERCASE LETTERS IN ENGLISH, NO ABBREVIATIONS) This line should contain no other information.

For mail to Canada, the location of the country name and postal code are interchangeable: either one may be placed on the last line.

- A complete return address is required.

- Packages must have proper customs forms: 2976 and 2976A. CMS can provide these for you or go to <http://webapps.usps.com/customsforms>.

- A detailed description of each article contained in the package is required on the form.

- Attach a pink slip (CMS Mailing Instruction Form) indicating the method of mailing (air mail, priority, etc).

- Keep international mail separate from domestic mail when preparing for CMS pick up.

The USPS offers a variety of services when sending international mail. Rates and delivery times vary. The availability of certain services depends on the destination country. For example, not all countries offer Express and Priority services.

If you need more information, CMS can help. Call us at 360-664-9506 or 360-664-9619.

### What Do You Want to Know?

In an effort to continually increase the quality of our quarterly customer meetings, CMS is asking for your input. Tell us what you'd like to learn in a CMS training about mail. Suggestions for format, time/day, and content will help us plan training that suits our customer's needs—and that's what we're here for! We welcome any new ideas and would love to hear from you! Send your suggestions to CMS Customer Service at PO Box 41050. or email us at [dwilkin@ga.wa.gov](mailto:dwilkin@ga.wa.gov).



### CMS Contact Information

Customer Service	(360) 664-9506
Campus and Incoming Mail	(360) 664-9617
Outgoing Mail/Presort Section	(360) 664-9619
Outgoing Mail/Inserting Section	(360) 664-9618
Distribution	(360) 664-9616
Fiscal/Invoicing	(360) 586-1947
Receptionist	(360) 586-0457
Supply Line	(360) 753-5443
Fax	(360) 664-9620

Visit our website at:  
[www.ga.wa.gov/mail](http://www.ga.wa.gov/mail)

### Did you know?

CMS has drop boxes for outgoing and campus mail at two locations:

At the Department of Health in Tumwater, behind building 17, in the New Market area. Pick up time is 4:00pm.

At CMS, on 7<sup>th</sup> Ave, between Cherry and Chestnut, in Olympia. Pick up times are 2:30, 4:00, and 7:00pm.

### Holiday Card Artists

CMS would like to thank the students who designed our holiday card for 2004. Kayla Dugay, Jake Langston, and Xavier Wurttele from Lakes Elementary did three wonderful drawings led by their teacher Kelly Felix.

CMS Express is published quarterly by Consolidated Mail Services.

Forward your comments or questions to:

Diane Wilkinson  
Customer Service  
(360) 664-9506  
[dwilkin@ga.wa.gov](mailto:dwilkin@ga.wa.gov)